



Policies for quality and the environment

Coor Service Management is the leading actor in service management in the Nordic countries. The company specialises in managing, developing and streamlining service functions for offices, properties, production facilities and the public sector.

Many of our customers carry out business in various places and/or in various countries. They expect us to work in approximately the same way and supply the same high quality throughout the group. Working actively on a common corporate culture is thus an important task. Regardless of what we are working on, all our employees are united in the ambition of providing good service functions for our customers. We must be smart and consider how we can improve what we do.

The basis of our work on our common corporate culture is our three 'guiding stars'. They form the basis for the way we act in our work – with regard to our customers and each other.



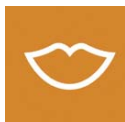
We see further

Seeing further means paying attention and knowing how to prioritise. We must stay one step ahead in order to solve problems before they actually arise. It is necessary to think carefully in advance.



We listen

Being responsive is all about openness and communication. We must be open to views and ideas on how we can develop or improve ourselves and our work methods. We must ensure that we interpret messages correctly. It also means ensuring that others can understand any verbal or written information provided by us.



We create success

Generating success is about drive and the desire to improve. Quite simply, we get things done. We are creative and find solutions that are smarter and more economical – for us and for our customers. Thus, we both benefit.

The guiding stars guide us on how to act in order to achieve quality and to reduce environmental impact.

Our guiding stars	We see further - Attentiveness - Ability to prioritise	We listen - Openness - Communication	We create success - Doer mentality - Desire to improve
Guiding stars for quality	Being available and understanding the needs of customers and staying one step ahead.	Listening to customers' ideas, views and wishes and being "straight" in terms of what, where, how and the price and keeping our promises.	Taking personal responsibility and following up on and providing the customer with feedback.
Guiding stars for the environment	Predicting how our work will affect the environment and working to continually reduce our environmental impact. Prioritising products and services with a lower environmental impact when purchasing.	Basing decisions on relevant facts, laws, regulations and our objectives. Laws and regulations specify minimum requirements.	Contributing to long-term sustainable development by promoting a society that is careful with its resources and is environmentally responsible.

Established by the top management (EMT), 18 September 2006. The guiding stars for quality and the environment are equivalent to our policies for quality and the environment.